GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

UNSTARRED QUESTION NO:476
ANSWERED ON:02.12.2015
Money Orders
Rajendran Shri S.

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether the Government has received complaints of non-delivery and late delivery of money orders to the recipients and if so, the number of such complaints received separately, especially in rural areas during the last three years, State/UT-wise;

(b) the details of inquiry conducted in this regard and the action taken against those found responsible along with the corrective measures taken to address the complaints and streamline the money order service; and

(c) whether the Government has introduced/implemented instant money order scheme in the post offices across the country and if so, the details thereof along with the benefits accrued as a result thereof?

Answer

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY
(SHRI RAVI SHANKAR PRASAD)

(a) Yes Madam. Complaints of non-delivery and late delivery of money orders to the recipients have been received. The number of complaints received regarding non-delivery and late delivery of money orders to the recipients during the last three years is as follows:

(b) Enquiries are conducted to ascertain the actual reason for non-payment or late payment of Money Orders. The cause of delay for payment of money order may be due to several reasons such as absence of payee/non-availability of payee at the time of delivery, death of payee, wrong / incomplete address, incorrect PIN Code or change in address, technical problems in electronic transmission system, delay in transmission of money orders due to natural calamities, civil disturbance like bandhs, hartals, transport strike, constraint of intra city movement. Accordingly, cause of action is decided to settle the complaint. The information regarding number of inquiries conducted in 2012-13, 2013-14 and 2014-15 is at Annexure-I.

If any official is found at fault in late payment or non-payment of money orders, suitable administrative/disciplinary action is taken depending on gravity of lapses noticed. The information regarding the number of officials against whom administrative/disciplinary action has been taken in 2012-13, 2013-14 and 2014-15 is at Annexure-II.
In case of non-payment of money order due to service fault, duplicate money orders are issued. The Department has introduced electronic transmission of money orders for their speedy transmission to the office of delivery. Where technological faults in technical transmission are noticed, suitable action for rectification is taken. If there is a problem with cash flow, action is taken to improve the cash flow and authorized balances of Post Offices are revised to meet the cash requirements. Computerized Customer Care Centre (CCC) based Grievance Redress Mechanism is set in place to facilitate efficient handling of complaints.
(c) Yes Madam, the Government has introduced instant money order service on 20th January 2006. This service is now available in 16983 Post Offices across the country as on 31.10.2015. The service is instant, convenient, reliable and affordable. The maximum limit of remitting money is Rs.50,000/- whereas for the ordinary money order it is Rs. 5,000/- only. The tariff charged for this service is also very low as compared to the ordinary money order.